countywide

July 2009 | Issue 28

the monthly magazine for all employees

Cambridgeshire County Council

Beacon Authority

2009-2010
Cutting red tape
2006-2007
Delivery of Quality Services Through Procurement
Waste and Recycling
2005-2006
Asset Management

Glide on the guide countdown

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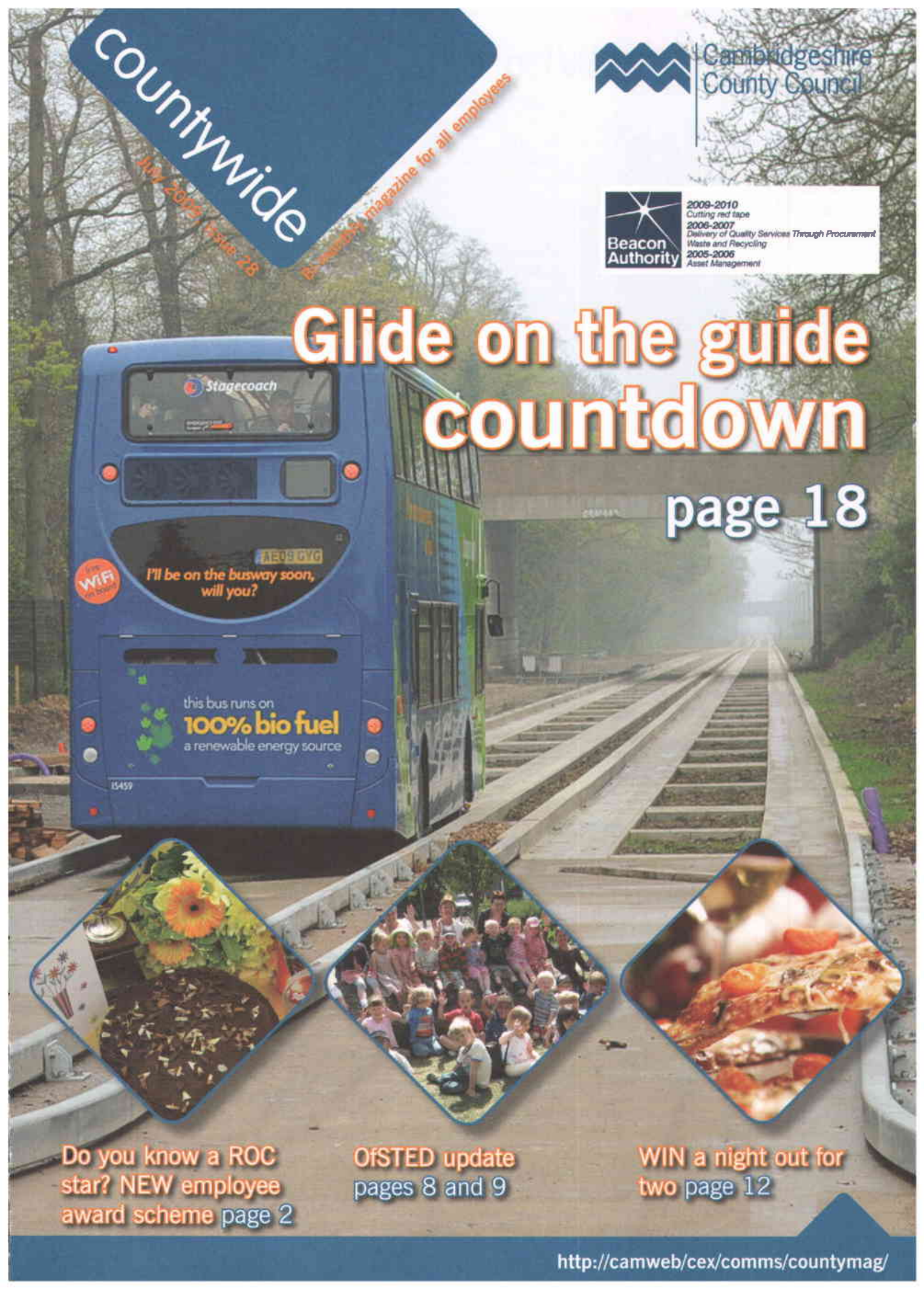

Do you know a ROC star? NEW employee award scheme page 2

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ave your say
Would you like to comment on anything u've read in *countywide*? Would you e to submit an article, photo or ideas r future editions? Please contact us!
We will try and publish all ntributions but material will be dited for space, style or other reasons. nonymous items will not be used.

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Who would YOU award?

If you had to award a work colleague, or favourite team, for their customer service - who would it be?

Got someone, or a team, in mind? Great – because entering them couldn't be easier.

Two steps to giving your colleagues star quality

Pick the service where your award nominee works

1. Send an email (or letter) to the contact for that award scheme for that Service, nominating your favourite person or team, and the reasons why.
2. Sit back and await the results!

What the judges are looking for?

The judges will be looking for nominees who demonstrate great internal or external customer service, and are

- keen to put the internal or external customer at the heart of everything they do
- friendly, approachable and professional
- quick and efficient at responding
- correct things promptly and learn from complaints
- promote equality and fair treatment
- strive to offer value for money
- aim to continuously improve

It doesn't have to be a long email, but give a few examples of good things they've done.

Service	Award	Prize	Contact
Corporate Directorates	You're a Star	Trophy for a month and a token gift	Jessie Wear, Shire Hall, Cambridge Jessie.wear@cambridgeshire.gov.uk
Environment	Excellence for Environment (E4E)	Choice of flowers, wine, chocs or gift voucher	ESnews@cambridgeshire.gov.uk
Children and Young People	Bouquet of the month	Flowers	Dawn Rogers, Babbage House, Cambridge Dawn.rogers@cambridgeshire.gov.uk
Community and Adults	GEM of the month (Gone the extra mile)	Trophy for a month and a token gift	Sue Taylor, Castle Court, Cambridge Sue.taylor@cambridgeshire.gov.uk

Be a ROC Star

The winner of each Service award is forwarded to the Customer Service Team, for automatic entry into the monthly Recognition of Outstanding Customer Service (ROCS) Award.

Judging panel

- Pat Harding – Corporate Director: Customer Service and Transformation
- Terry Parr - Branch Secretary, UNISON
- Two other Directors on a rotation basis

The monthly ROCS winner (s) receives:

- an engraved glass paperweight
- a certificate
- either a yummy cake or a healthy basket of fruit to share with colleagues
- Organisational Development and Learning vouchers
- photo and editorial publicity on CamWeb and in Countywide
- an invite to a ROCS annual lunch and presentation by the Chairman of the Council, Chief Executive and other senior managers

Don't think twice about it – do your colleagues a big favour and send in your nominations today. See page 5 for the latest ROCS winners

Editorial deadlines	Delivery from
Monday 10 August	Monday 7 September
Monday 12 October	Monday 9 November
Monday 7 December	Monday 11 January

Abbreviations

CCC	Cambridgeshire County Council
CYPS	Children and Young People's Services
ES	Environment Services
CAS	Community and Adult Services
CD	Corporate Directorates

CCC's strategic objectives

Enabling people to thrive, achieve their potential and improve their quality of life

Supporting and protecting vulnerable people

Managing and delivering the growth and development of sustainable communities

Promoting improved skill levels and economic prosperity across the county, helping people into jobs and encouraging enterprise

Managing the challenges of climate change and enhancing the natural environment

CCC's service delivery principles

Delivering high-quality effective and efficient services

Listening and being responsive to the needs of Cambridgeshire's communities

Working in partnership to achieve a shared vision for Cambridgeshire

RE-ELECTED Leader and Cabinet

Cambridgeshire County Council elections took place on Thursday 4 June and 68 Councillors were elected:

- 42 Conservative
- 23 Liberal Democrat
- 2 Labour
- 1 Green

Re-elected - Councillor Jill Tuck, Leader of the Council

The Ramsey election will be held on 23 July, following the death of one of the candidates.

These results mean that there is little change to the overall size of the political groups - prior to the elections, when there were 42 Conservatives, 23 Liberal Democrats and four Labour members.

The Conservatives will continue to form the majority Administration. However, some former Councillors have stood down and others have not been re-elected, meaning that in total we have 22 new Councillors. A programme of induction events was run throughout June and into July.

Full Council met on Tuesday 23 June and agreed the following posts:

CHAIRMAN AND VICE CHAIRMAN

- Cllr Linda Oliver **Chairman**
- Cllr John Powley **Vice-Chairman**

CABINET MEMBERS

- Cllr Jill Tuck **Leader of the Council**
- **Deputy Leader and Cabinet Member for Highways and Access** Cllr Mac McGuire
- **Cabinet Member for Children** Cllr Martin Curtis
- **Cabinet Member for Learning** Cllr David Harty
- **Cabinet Member for Adult Social Care, Health and Wellbeing** Cllr Fred Yeulett
- **Cabinet Member for Communities** Cllr Sir Peter Brown
- **Cabinet Member for Growth, Infrastructure and Strategic Planning** Cllr Roy Pegram
- **Cabinet Member for Economy and the Environment** Cllr Tony Orgee
- **Cabinet Member for Resources and Performance** Cllr John Reynolds
- **Cabinet Member for Customer Service and Transformation** Cllr Steve Criswell

OPPOSITION LEADERS

- Cllr David Jenkins, **Liberal Democrat**
- Cllr Christine Carter, **Labour**

Leading column

Mark Lloyd
Chief Executive

By the time you read this, the new council will have met for the first time post-election and held its Annual General Meeting.

It's an exciting time welcoming back old faces who have been successful and of course our new councillors, many of whom I met for the first time on the Saturday after the elections.

The re-appointment of the Leader of the Council, and also Cabinet members, was agreed by the full council. They face some stiff challenges.

We know that funding for public services is going to be the key issue occupying people like me and the council's political and officer leadership over the coming months and probably years.

The cupboard is pretty much bare in terms of the grant support we will receive from the Treasury. Here and everywhere else in local government, we expect the Comprehensive Spending Review, which will set out the funding we can expect over the next three years, not to be full of good news.

How are we going to deal with this situation?

The key is innovation – to enable us to work more efficiently, or in partnership, or in new ways, to make the spending pot go further and to ensure we don't put essential services in jeopardy.

Many of those discussions with our partners across public services, particularly the NHS, have begun.

Inevitably there will also have to be some tough decisions, in terms of what services we do provide and those we may not.

The Council has a good track record in terms of innovation and efficiency – we are rated four out of four for our use of resources – and the challenge is one we can look forward to as public services become leaner and more efficient.

We're all in this together – together we will come through with flying colours.

Election highlights

- Amongst the changes we have a new husband and wife team among our 68 councillors. Councillor Mac McGuire is joined on the Conservative benches by the newly elected Councillor Vivien McGuire.
- For the first time in CCC history we welcome a Green Party member, Councillor Simon Sedgwick-Jell – member for Abbey, Cambridge City.
- Turnout was 39 per cent, up by four per cent from 1993, when the last similar election (without a general election) was held.
- There were a high number of spoiled ballot papers - 1,591.

In April, CCC, Age Concern and several major partner organisations launched a referral scheme called 'Cambridgeshire Home Shield'.

The scheme allows front line employees that come into contact with elderly or vulnerable people to refer any issues of unmet need to Age Concern with that person's written consent. Age Concern can then refer the matter to the appropriate partner who can provide that person with the support that they need.

Specific areas of support covered by the scheme are health and well-being, income and finances, independent daily living and safety and security.

Home Shield is currently made up of 16 organisations including CCC'sAdult Support Services and Trading Standards, District Councils, the Fire Service, the Police and the Royal British Legion.

Two Home Shield workshops will be held at 10am and 2pm on Thursday 30 July at Sackville House, Cambourne, to provide information about what the scheme can offer and how potential partners can contribute. To book a place, please contact Terri.Sansom@cambridgeshire.gov.uk

If you would like further information or would like to be involved about the scheme, please contact Cathy Inman at Trading Standards on 01954 284646 or email cathy.inman@cambridgeshire.gov.uk

Shape future social care

Two big issues are driving forward changes to adult social services, explains Claire Bruin, Service Director - Adult Support Services.

"Demand for services that fit our lives and don't box us into a "one size fits all" approach, and pressure on services because of our increasingly diverse, and ageing, population, are the key issues impacting on service delivery in adult social care.

This means that services (or the communities they underpin) cannot afford to stay as they are if high quality is to be sustained.

The Government recognised this in its Putting People First programme, suggesting that to meet these challenges we need to create a single community-based support system focused on the health and wellbeing of residents. This will bind together local government, primary care, community-based health provision, public health, social care, and the wider issues of housing, employment, leisure, benefits advice, education and training.

To help Cambridgeshire rise to this challenge, CCC has produced a draft strategy called 'Transforming Adult Social Care in Cambridgeshire through Personalisation: A Framework for Action'. This will outline the vision, direction, priorities and long-term action plan for transforming adult social care."

A twelve-week consultation on the draft strategy began in June, seeking to engage partner organisations, service users, carers and other interested parties in the development of the final strategy.

This will be presented to Cabinet for approval in the autumn.

Putting People First, the draft strategy, and the consultation document are available at www.cambridgeshire.gov.uk/social

For more information contact the Transformation Team on 01223 699650 or email: in.controltotal@cambridgeshire.gov.uk

Help with the digi TV switchover

The way we receive our TV signal is changing. The Eastern region's analogue television transmitters will be switched off during 2011 and from then on television will only be transmitted in digital.

What do residents need to know?

There is no need to do anything at this stage, and in fact all that most people will need to do is some re-tuning if they wish to continue to receive channel 5.

For a small minority of people who have older televisions, some adjustments may be needed to continue receiving a TV signal, although we would still urge people not to act in haste. A comprehensive advice service and even a financial assistance scheme for eligible residents will be made available six months before the switchover, and this will be well publicised by Digital UK. We would urge you to relay these messages to Cambridgeshire residents, particularly those who are isolated or vulnerable who may be particularly reliant on their television.

Visit www.digitaluk.co.uk
For further information contact Cathy Inman at Trading Standards on 01954 284646 or email cathy.inman@cambridgeshire.gov.uk

ROCS Awards and the winners are..!

Corrine Hammond, Parent Support Advisor, CYPS

Corrine Hammond

Corinne works as a Parent Support Advisor (PSA) and was nominated by her manager, Jo Shickell, for her commitment and professional support for a vulnerable family. Corinne used her extensive skills and assisted the family with legal proceedings, housing, benefits, and school transport.

What does your job involve?

"I offer information, support and guidance to parents. I also provide a link between home and school and work closely with partner agencies from the statutory, independent and voluntary sector. Being based with Sawston and Linton Locality team, I support parents of school-aged children from across the Locality. As our office is situated in the heart of Sawston Village College, we are readily accessible to employees and parents alike, often using the school as a venue to host parenting seminars or accredited programmes."

Do you enjoy your job?

"Yes, I get a real buzz out of helping people and feel passionate about what I do. I've been here for two years now, and prior to that I worked as a domestic violence advocacy worker for four years."

(l-r) Avril Allison, Carol Knappett and Barbara Harlow. Unfortunately Michelle Barnes couldn't make the photo.

Soham Library team, CAS

The team at Soham Library won a ROCS award for listening and making changes. The team includes Carol Knappett,Library Supervisor, and her colleagues Barabra Harlow, Michelle Barnes and Avril Allison.

As well as the usual good customer service provided at the Library, Carol and her team listen to their customers and take on board comments and suggestions on a daily basis. A lot has been achieved, including the library being open on a Monday morning, and a games club which meets on a regular basis.

But it doesn't stop there! To further promote awareness of what Soham Library has to offer, the team decided on a leaflet drop. They organised the design process and personally delivered the leaflets themselves.

As a result of the leaflet drop, new members have joined the library, there is a waiting list for IT tutorials, more interest in the regular events taking place in the meetings rooms, and many customers have commented on how delighted they are with the extra morning opening.

Many thanks to Wendy Parsons, Customer Services Manager, for her nomination.

Thanks to Sue, work is now underway on a footpath and crossing

SUE PARSONS
LEAD ENGINEER

Sue won a Recognition of Outstanding Customer Service (ROCS) Award for her hard work and dedication in delivering accident remedial works at the A141 Kings Ripton Road junction.

What exactly do you do?

"I'm a Lead Engineer for the Road Safety Team. I work to reduce injury accidents on CCC highways by carrying out safety audits, accident investigations, and indentifying where improvements can be made. Subject to funding, schemes are then implemented."

What did the A141 Kings Ripton Road scheme involve?

"This junction was an accident cluster site, and a solution won Cabinet funding for traffic signals and a pedestrian crossing. However, the solution meant that although pedestrians could safely cross, they had to walk on the carriageway to reach Jubilee Park, as no footpath was available. I co-ordinated various local authority funding streams and worked closely with a local action group who had already been raising funding for a path."

Do you enjoy your job?

"I love it! It can be difficult at times, but on the whole it's a good challenge and makes a difference."

Thanks to Amanda Mays, Team Leader Road Safety Engineering, ES, for her nomination.

To read Sue's full story about the accident scheme for Kings Ripton Road, see the July edition of ES news available on CamWeb.

New employee award scheme coming - see page 2

MAPS - what can they do for you?

GIS (MapInfo) has access to a vast amount of information including District (and Parish) boundaries, locality boundaries, population and address data and background maps. Steve White, Youth Service Manager, tells *countywide* how he uses it.

Steve is responsible for ensuring many of our youth commitments are met. This includes seeing that every young person in Cambridgeshire is entitled to:

- take part in physical activities and challenges; creative pursuits and performing arts
- undertake travel and residential trips
- develop new skills
- have access to mentoring, information and advice

It's all part of the Government's 10-year strategy 'Aiming high for young people and youth'.

Steve's challenge

Steve needs to ensure there are things to do and places to go for young people across the county. And if there aren't, new provision is needed. That provision must be balanced - there won't be a sports centre in every village and hamlet - but there needs to be one near to where there are lots of young people.

Steve therefore needs to see where facilities for young people are, where there are lots of young people, and find any gaps - for the whole of Cambridgeshire.

The obvious way to do this is display all of the key information against a map of the county - and this is where the Geographic Information System (GIS) comes in.

Gathering data

Cambridgeshire.net (our community portal) holds information entered and maintained by single clubs and organisations covering large areas - from type of activities to venue locations.

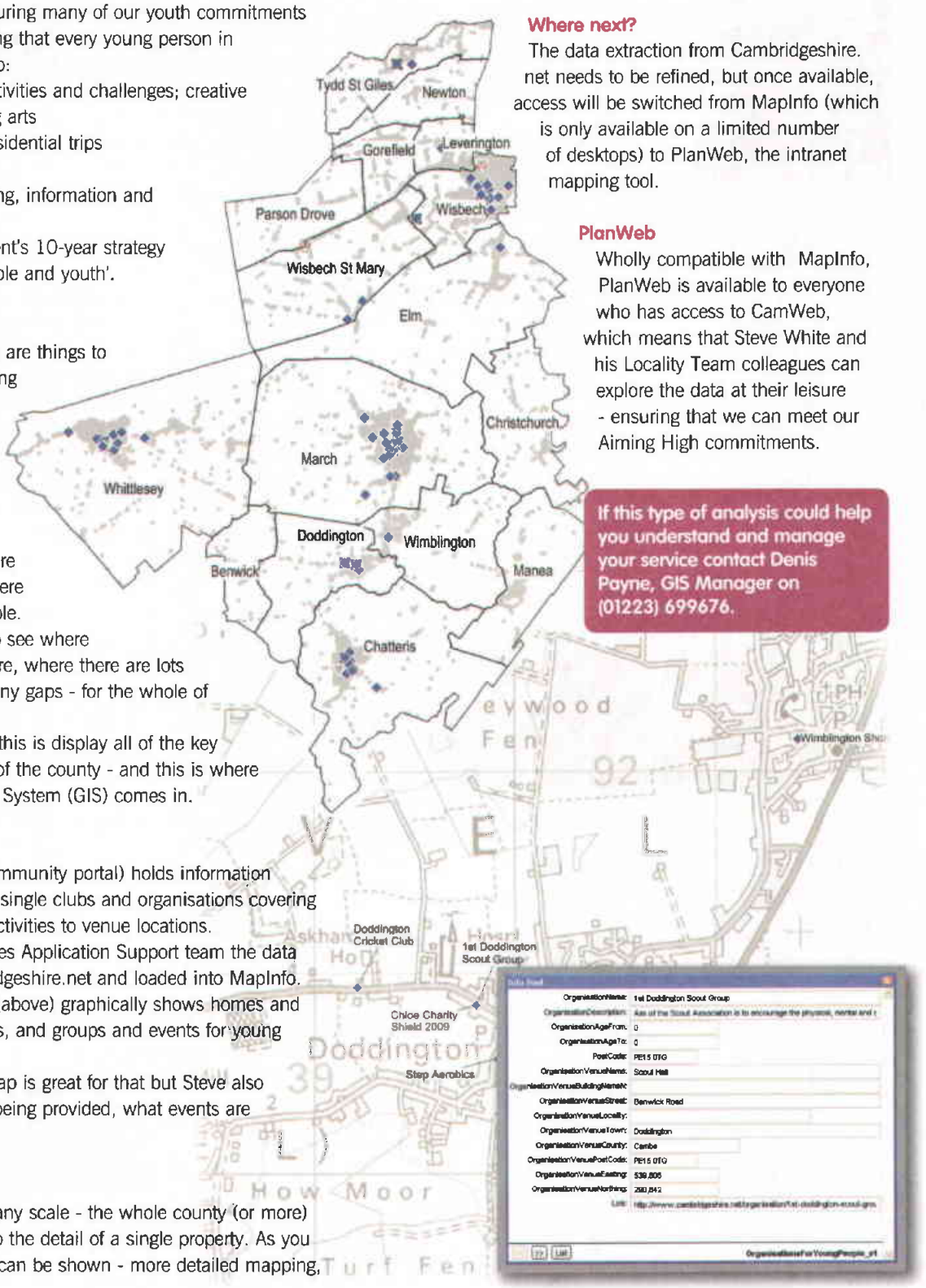
Working with IT Services Application Support team the data was extracted from Cambridgeshire.net and loaded into MapInfo.

This image of Fenland (above) graphically shows homes and population density as points, and groups and events for young people.

This sort of overview map is great for that but Steve also wanted to identify what is being provided, what events are happening, and where.

Pick your scale

The GIS tools can work at any scale - the whole county (or more) in a single view, or down to the detail of a single property. As you zoom in closer more detail can be shown - more detailed mapping, and labels giving information about groups and events. The screen shot below shows the detail for Doddington, and the information behind the Scout Group record - it's not just a picture, there is scope to hold a significant amount of data.



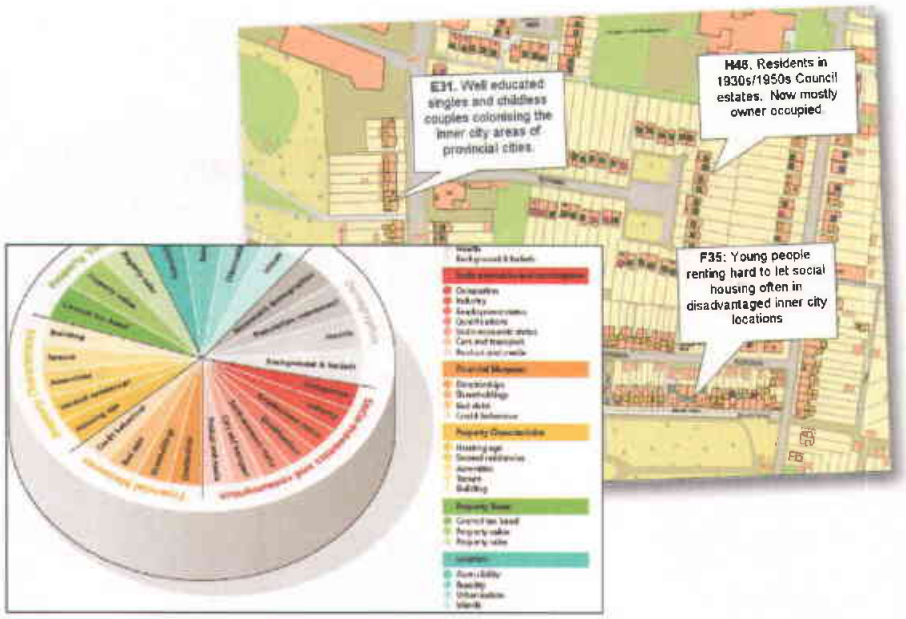
Where next?

The data extraction from Cambridgeshire.net needs to be refined, but once available, access will be switched from MapInfo (which is only available on a limited number of desktops) to PlanWeb, the intranet mapping tool.

PlanWeb

Wholly compatible with MapInfo, PlanWeb is available to everyone who has access to CamWeb, which means that Steve White and his Locality Team colleagues can explore the data at their leisure - ensuring that we can meet our Aiming High commitments.

If this type of analysis could help you understand and manage your service contact Denis Payne, GIS Manager on (01223) 699676.


E31. Well educated singles and childless couples colonising the inner city areas of provincial cities.
H46. Residents in 1930s/1950s Council estates. Now mostly owner occupied.
F35. Young people renting hard to let social housing often in disadvantaged inner city locations

Know your customers with MOSAIC

Do you know your A7s from your H46s? Who prefers to use the internet to access your service? *Countywide* spoke to Mike Soper in the Research Group to find out about customer profiling.

What is customer profiling?

"It's a way of finding out more information about our customers. At CCC we use MOSAIC - a demographic profiling tool. It identifies natural groupings that occur within the population and puts each household in the county in one of 11 groups (A – K) and 61 types. It provides detailed information on each group and type such as demographics, media preferences, attitudes and links to the findings of market research."

What group am I in?

"Everyone wants to know that. Some of the more common household types in Cambridgeshire are C17 - small business owners and others living in low density estates in market towns. Also A07 - well paid executives living in detached homes in attractive villages. But with 61 different households types, each place is different.

"MOSAIC is particularly good at differentiating between different groups of older people, but there are some ethical considerations about labelling different households. People should always be treated as individuals, but the system provides a considered and convenient way to discuss different customer groups."

How can services use MOSAIC?

"You can profile groups of customers and compare this profile to the general population. A key trend is the move towards services that are designed around people and based on their needs. Different groups of people require differing services and will respond through different channels; by phone, on the internet, or face to face. Analysis shows that people from some MOSAIC types are less likely to participate in things such as health screening, for example. Being able to identify and describe a group of non-participants takes us a long way towards tailoring messages and designing outreach services that are tailored to encouraged their inclusion."

Can you give some examples of how it has worked?

"MOSAIC has shown that some types of household are at particular risk of crime. This has enabled us to target burglary prevention measures.

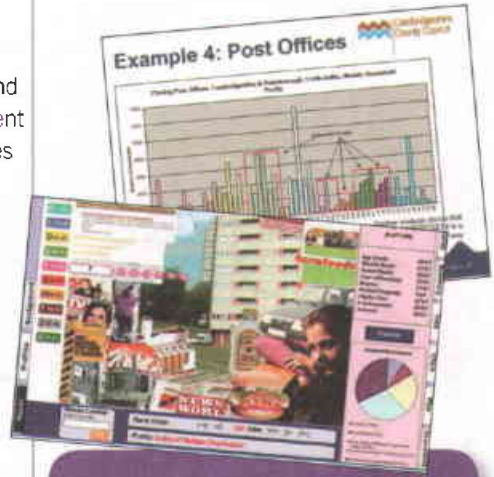
"We also used MOSAIC as part of our successful campaign to protect Cambridgeshire Post Offices from closure. We were able to improve on Post Office Ltd's own catchment profiles and highlight the offices that had a high proportion of people living near them who were dependent on the service."

What future plans do you have?

"We want to take using MOSAIC data to the next level by liaising with the Customer Service Team. We can see that linking up with the Customer Service MOT initiative, we can deliver big improvements to services that go through the MOT process.

"By using data collected from satisfaction surveys, web site statistics, contact centre call types, consultations, and the feedback system WITH data already in MOSAIC, we can gain a deeper insight into customer preferences and how to rethink service delivery.

"Sarah Clark, Customer Service Manager recently worked with Network Management on the MOT process, and using all the collected data were able to see that by making improvements to the website, customers would be able to access information on timescales for pot hole repairs and view grass cutting timetables. This is of particular use to Parish Councils and work to improve the site has recently begun."



For more information about MOSAIC and a short user guide contact Michael Soper, Research Manager - Information Systems & Crime on 01223 715312 or email michael.soper@cambridgeshire.gov.uk.

For more information about the Customer Service MOT approach, contact Sarah Clark, Customer Service Manager on 01223 699704 or email sarah.clark@cambridgeshire.gov.uk

Highly valued Traveller work

The Team for Traveller Education (TTE) is highly effective in its work with the Gypsy and Traveller communities, according to a Government survey.

OfSTED inspectors said strong strategic leadership for the TTE at senior officer and elected member level ensures the work of the team in promoting inclusion is given high priority.

"The TTE has an experienced and nationally well-regarded team. There is good alignment between the TTE and other local authority services.

"The TTE is highly valued by schools, parents and young people. This stems from the strongly personalised focus of the service, the positive impact it has with parents and young people and the effective support it provides to schools."

"A significant focus of the team is on working with schools to improve the quality of learning, standards and effectiveness rather than pupil support in itself," they added.

The TTE was also praised for its work with schools to develop a personal, social and health education curriculum, which promotes a greater understanding of the Gypsy, Roma and Traveller heritage.

Inspectors made a small number of recommendations to improve the service further - to continue work to eradicate racism and counteract negative attitudes and insensitive comments, and to consider further ways of supporting parents of children who transfer to secondary school.

Leading Early Years Foundation Stage Teacher, Lisa Stevens (l) and Teaching Assistant, Sue Attrill (r)

Jewel in the crown

The Early Years Foundation Stage is the 'jewel in the crown' of Manea Primary School, according to inspectors from the Office for Standards in Education (OfSTED).

They particularly praised the quality of teaching at Key Stage 1 and Key Stage 2.

Leadership and management at the school were also praised. "The senior leaders monitor the work of the school regularly and have clearly identified the strengths and weaknesses in the provision and the outcomes. Tracking and monitoring systems are suitably robust."

Headteacher, Pamela Longridge said: "The report celebrates the support, commitment and hard work of the children, teachers, support staff, parents and governors of Manea School."

Happy at Colleges Nursery and Family Centre

Colleges Nursery and Family Centre is an excellent nursery and day care centre, which provides an outstanding start to children's education.

An inspector from OfSTED said the centre cared for children exceedingly well in a happy, welcoming and friendly atmosphere.

She praised learning and development, the children's motivation and the leadership and management of the headteacher.

"The team has an excellent understanding of the Early Years Foundation Stage curriculum and of how young people learn.

"Children make excellent progress and their achievement is outstanding in this positive, colourful and vibrant environment. They thoroughly enjoy coming to school and this is reflected in their good attendance levels.

Leadership and management were described as outstanding. "The headteacher provides excellent direction. Her vision is highly focused on children achieving their very best. All adults work as a highly effective and excellent team.

Headteacher Helen Snow said: "The team work very hard to ensure standards are maintained and it is good to see this acknowledged."

Very effective at Lionel Walden Primary

Lionel Walden Primary is an outstanding school that enables pupils to achieve to the best of their abilities, without ever losing sight of the importance of their personal development, according to Government inspectors.

OfSTED found leadership, teaching, the curriculum and behaviour of pupils all to be outstanding.

"Teachers have high expectations and pupils respond superbly. Lessons are typically challenging and are planned in great detail, meeting the needs of the full range of abilities very well. The school's accurate and rigorous assessment procedures show that pupils achieve exceptionally well and make outstanding progress," said the inspectors' report.

They particularly highlighted the effectiveness of the Early Years Foundation Stage, which was also graded as outstanding, adding: "The well-organised pre-school play group helps children to make exceedingly good progress, especially in their social and communications skills. This enables them to make an excellent start in achieving the early learning goals for their age.

"Pupils are clearly inspired by their teachers and excellent relationships between pupils and adults help pupils to become increasingly confident learners. Behaviour is exceptionally good, with pupils sustaining interest in their learning and exhibiting remarkable maturity when they work independently," added inspectors.

Headteacher David Barron said: "Everyone in the school community has played their part in this excellent report. The key factor is partnership with children, parents, governors and teachers all working together."

Outstanding features at Cottenham

Cottenham Village College is a 'good school' with 'outstanding features', according to OfSTED inspectors.

Students' enjoyment of their education, their moral, social and cultural development and adoption of healthy lifestyles were all described as outstanding. Inspectors rated every aspect of the school as good or better.

They said teachers had good subject knowledge, and there was a good variety of teaching approaches. "They are taught well and benefit from an outstanding curriculum. Relationships between students and teachers are good. Standards have risen significantly since specialisms were adopted."

Inspectors said students' behaviour in lessons was good and they settled well into work. Bullying was rare and dealt with quickly and effectively. Community cohesion was also described as good. Inspectors said the school had a good understanding of the characteristics of the community it served.

Leadership at the school was also highlighted. "Leadership and management are good and the school's leaders show a strong commitment to working with individual students to make sure that they prosper."

Headteacher Tony Cooper said: "It is particularly pleasing to know that our students' enjoyment of school is outstanding, as are the curriculum and extra curricular activities. I am fortunate to lead an extremely committed and professional team whose hard work ensures school success. I'm also grateful for the continued support of our parents and governors."

Office etiquette

There are still some concerns about 'new' ways of working in a WorkWised - open plan/shared desk - office. A common complaint is noise. If you're experiencing problems and need some guidance for your teams a generic WorkWise etiquette is published on CamWeb – type 'working in a workwised office' into the search box.

Richard Impey, WorkWise Manager explained, "This guidance is useful, but we advise teams to write their own etiquettes, ones which fit into their own requirements and circumstances."

MFD - it's a multifunctional device!

As if we didn't have enough acronyms to learn, MFD's are turning up in lots of our offices.

Just short of making the tea, they are very clever bits of kit. They can scan, print and copy and are well worth a policy being written for them.

Four MFD golden rules

1. only print what is required and in colour only when essential
2. default printing is in black and white, two pages to a side, double sided (exceptions are permitted!)
3. e-mails are not to be printed unless essential, but stored electronically
4. use print contract or print room for large or multiple copies where possible (this requires some forward-planning and cost consideration)

Whilst the policy underpins our Climate Change and Environment Strategies, and is aimed at making more effective use of scarce resources, it may not be appropriate for some teams. Requirements for different arrangements should be discussed with the WorkWise project team, type 'WorkWise Project Team' into the CamWeb search box.

Work is ongoing to determine a suitable charging policy for MFD usage. This will be communicated as soon as this is agreed across the various services.

Swine flu at work

To reduce the risk of catching or spreading the virus please remember:

- cover your mouth and nose when coughing and sneezing, using a tissue
- throw the tissue away quickly and carefully
- wash your hands regularly with soap and water
- clean hard surfaces (like door handles and remote controls) frequently with a normal cleaning product

Top tips

- if you develop flu-like symptoms you should stay at home and phone your family doctor or NHS Direct 0845 4647
- if a health professional decides that you need to have tests, you should avoid contact with other people as much as possible until you receive the results
- normal sickness absence procedures should be applied in these situations
- know your NHS number (this will be in NHS letters or prescriptions)
- keep up to date with the latest help and advice available through radio, TV and the internet
- confirm your 'flu friends' - these are friends and neighbours who can help you if you become ill
- and remember, there is no need for you to isolate yourself from other people as long as you remain well.

TOTAL WASTE MANAGEMENT
RECYCLING
Helping trade customers meet their legal sorting and recycling requirements
We Recycle: Cans, Plastic Bottles, Cardboard, Paper, Glass, Biowaste (Garden & Food Waste) & Construction Waste
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MAIN WASTE CONTRACTORS TO CAMBRIDGESHIRE COUNTY COUNCIL

incorporate

July 2009

Just the business - news from Corporate Directorates

People, Policy and Law

Welcome

By the time you're reading this you'll have hopefully participated in the 2009 Employee Survey and taken the opportunity to give us your opinions about what it's like to work for Cambridgeshire County Council. Your views are really important to help shape the Council's future and the way that we work together. The previous survey in 2007 highlighted some major strengths, and some areas that needed looking at, and was used to inform the Council's People Strategy. Your honest responses will help to show how working here has changed since 2007 and to ensure that the Council continues to strive to be a great employer.

Ipsos MORI, the independent organisation which was appointed by the Council to carry out the survey, are now analysing all of your responses and will report back to the Corporate Leadership Team in September. The results, and what we intend to do about the issues you've raised, will be shared with you as soon as possible after that.

Talking of participation, I was delighted to see that lots of you enjoyed the variety of learning activities that were organised by the Lifelong Learning Partnership during Learning at Work Week at the end of May. I tried my hand at archery and was really pleased to 'be on target' - I hope you find that the rest of the contents of this edition of incorporate equally 'hits the mark'

Stephen Moir
Corporate Director:
People, Policy and Law

Putting YOU in the picture

Eleven focus groups saw over 150 employees explain 'how we do things around here'. These important workshops were part of bringing everyone's views together to help shape the Council's future. There were lots of both positive and negative responses.

Negatives ranged from a general lack of confidence in issues being escalated by line managers, not enough 1:1s and still not everyone having an appraisal.

Positives ranged from people liking the policies and procedures. Most said there was a good work life balance with wide use of flexi time and nine day fortnights. Netilla was really appreciated for home working.

Over the next few weeks the findings from the employee focus groups will be made available on CamWeb.

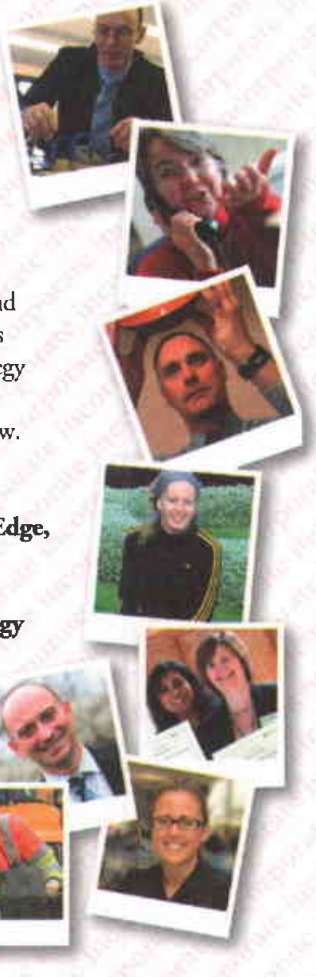
YOU responded

The last of the employee surveys have now been returned. A big thank you to everyone who completed the survey, or attended a focus group. It's provided an invaluable insight into working life at CCC. All the feedback will be combined and used to create initial improvement plans. One these have been established they will be circulated to everyone.

Chief Executive, Mark Lloyd and the Corporate Leadership Team have pledged their commitment to addressing the issues. The survey and focus groups are part of a project, driven by a dedicated team and sponsored by Adrian Smith, Head of Corporate Development. The project is ultimately accountable to the People Strategy Programme, sponsored by Stephen Moir, Corporate Director: People, Policy and Law.

For more information contact Hannah Edge, Project Officer 01223 699972

For information about the People Strategy Programme, contact Kev Adams 01223 699652.



Keeping an eye on you

If you spend the majority of your time working with a computer you are entitled to have an eye test paid for by CCC, irrespective of the type of employment contract you have.

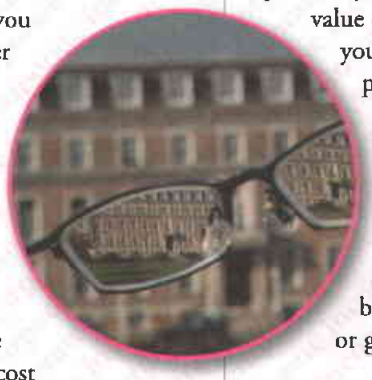
Over 600 employees have used the eye care scheme, which CCC introduced in the summer of 2008 replacing the old system of claiming reimbursement via an expenses claim form.

Eye care vouchers are accepted in 95% of the UK's opticians – you will receive a list of participating opticians with your voucher. To check where you can use them visit www.eyecarevouchers.co.uk

Please let the optician know that you are using an eye care voucher when you book your eye test or at the start of your appointment.

How do I claim a free eye test?

To obtain an eye test voucher, please complete the online 'Eye Test Voucher Request Form' on CamWeb. To access the form you will be asked to enter your username and password. This is the username and password that you use on a daily basis to log onto your computer.



An eye test voucher will then be posted to you. The cost of the eye test will be recharged to your manager's budget.

If you are based in a school or another establishment that prevents you from being able to access the online form, please contact Emma.Page@cambridgeshire.gov.uk

How do I claim a glasses voucher?

Glasses vouchers are available for employees who require glasses specifically for computer use, up to the value of £65. You should request your vouchers prior to making payment.

Full guidance on how to access the scheme can be found on CamWeb. Type 'eye care' into the search box. You are advised to read this guidance fully before requesting an eye care or glasses vouchers.

For more information contact Emma Page, Business Support Officer on 01223 699672.

INVESTORS IN PEOPLE

New Investors in People logo

A revised Investors in People logo has been introduced, to work better on a small scale on letterheads, recruitment advertisements and websites.

As an organisation that has been successfully recognised as Investors in People we should use the mark to communicate our success.

The mark is a registered trademark and is protected by copyright and trademark law.

The logo can be found on CamWeb, type 'accreditation logos' into the search box. Branding guidelines are available from the communications team, email branding@cambridgeshire.gov.uk or call 01223 699286.

HR payroll dates

	Payroll closure for all claim forms (e.g. overtime claims, relief claims, etc.)		Final date for managers to request changes/leavers (e.g. change in hours)		Pay Day	
	Admin	Education	Admin	Education	Admin	Education
July	6 July	25 Jun	6 July	26 Jun	24 July	20 July
Aug	4 Aug	3 Aug	4 Aug	5 Aug	24 Aug	28 Aug
Sept	4 Sept	7 Sept	4 Sept	8 Sept	24 Sept	30 Sept

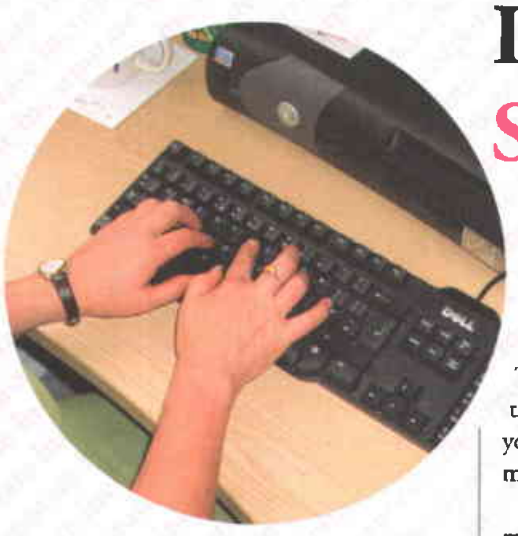
- Faxed claim forms are not accepted
- All claim forms should be filled in using decimals not minutes i.e. 1 hour 15 minutes should be recorded as 1.25.
- The full payroll deadline calendars for the year and all payroll forms are on CamWeb, type 'payroll and pay' into the search box. These are arranged in office areas on the left hand side of the page.

WIN: a night out courtesy of incorporate

incorporate is offering one reader a meal for two at Pizza Hut and two cinema tickets. All we're asking for is your feedback.

This is the second edition of *incorporate* within *countywide* – what do you think? Is the information useful? Is the paper format, as well as a digital version, helpful? All improvements and compliments accepted. One winner will be chosen at random from all comments submitted.

Send your feedback to countywide@cambridgeshire.gov.uk by end July 2009.



Introducing:
Self service call logging

It's new, quick, helpful and will help you keep track of helpdesk queries.

The Business Support Helpdesk is now offering you an additional way to log and track the progress of your calls. It's a dedicated portal for providing on-line services and information on Property, Facilities and IT issues for all CCC employees and suppliers.

Using the web site you can check the progress of all the calls logged in your name and user id, regardless of the type. It gives you the option to raise new calls, update existing calls and add attachments so you can keep as up to date as possible with any new information you may have regarding the call.

This added feature also gives you the ability to check on all the calls you have logged – regardless of the medium used.

All our existing contact mechanisms remain in place but now you can log and track the progress of your own calls online.

How does it work?

1. Go to http://servicedesk.cambridgeshire.gov.uk
2. Open the website and log in using your normal network id, e.g. TB123. No password is required.
3. Click on the SelfService option in the top right area of the screen and away you go.

The web site is also available from external internet connections to all users who own a remote access key fob.

Full instructions on how to use the Self Service Portal can be seen on CamWeb by typing 'service service call logging' into the search box.

Other options

It is your choice as to how you request service and report problems using one of the following:

Telephone is still the most immediate way of requesting help for urgent requests.

- Out of hours 01223 717333
  01223 717333 – limited service for IT queries only
- 03450450145 – FM & Property related calls

Email can be used for more complex queries that require detailed explanation, screen shots and photos bsupporthd@cambridgeshire.gov.uk OR FMResponseCentre@cambridgeshire.gov.uk

At your service

National Customer Service Week is 5 - 9 October 2009, and this year is going to be bigger and better than ever.

By celebrating National Customer Service Week CCC is demonstrating commitment to improving its customer services and encouraging an increase in customer focus.

A number of really good ideas have been put forward for this years week of events including:

Back to the floor

An opportunity for employees to go back to basics and interact with customers direct, whether it be on the reception desk, in the contact centre or the local library.

Volunteering

More important than ever in this economic climate, employees will have the opportunity to experience volunteering for some really worthy Cambridgeshire causes.

Roadshows

Travelling roadshows will go out to all the districts within the county, giving employees the chance to meet customers and tell them about our great services and how they can contact us. This year's roadshows are being delivered under the Cambridgeshire Together banner, with our district partners, the police and fire services. Our ever popular cotton bags will be given away, with this years theme 'Customer Service – it's in the bag'.

For more information on these events, to offer a Back to the Floor experience, or be involved with volunteering contact the Customer Services Officer 01223 699917 for more information.

Show us the money

Q Most employees already know about the income we receive form the annual Local Settlement Grant and Council Tax - but what do we do if we need additional funding for a project, or you have an innovative new service we'd like to deliver?

A We use external grants – funds usually available through a competitive bid process and which require a Business Case

The amount of money potentially available to CCC from external grants could be as much as £18m per year from central government, lottery funders and charitable organisations. Remember - this does not even take into account EU funding.

Get your hands on the money

For employees new to this type of funding, finding a suitable grant may seem a confusing and slightly daunting task.

CamWeb now provides advice on how to apply for grants, what grants are being pursued at present, and how to find out what grants are available.

In addition a project team, Innovation in External Grants, has been set up until 31 March 2010 to provide training and further assistance to services, such as co-ordinating bid development.

The team will also be holding a number of clinics, seminars and training courses over the coming year to raise awareness and increase understanding about applying for external grants.

Happy customers

"The advice and assistance I received was invaluable in helping me submit a successful application within a tight timescale. It helped us identify the key information we needed to gather, to support the application. It saved us a lot of time and effort."

Paul Ainsworth, Communications & Customer Relations Manager, CYPS

"As we move into delivering this year's Integrated Plan, it is important that we direct additional resources towards the Improvement Priorities. By working with services as they apply for external funding, we hope that we can increase our success rate by learning from what has (and hasn't) worked in the past."

Julia Barrett, Service Director Environment and Regulation and Project Sponsor

"The Innovation in External Grants team helped me review our application form before it was sent in. They made sure it was understandable and correlated to the funding scheme's award criteria. Our bid was successful and we obtained £50,000 to help us create a data network so public and voluntary sector organisations can work together more effectively. The team was professional and methodical and the support to "fight" for funding is valuable. I will certainly inform colleagues of the advantage this team."

Paul Rouse, Head of Procurement and Contract Management

To find out more:

Call Emma Joy, IEG Programme Manager on 01223 715946
E-mail Innovation&Partnership@cambridgeshire.gov.uk
Or type 'external grants and funding' into the CamWeb search box

Monthly chaplaincy chats

To talk about issues of concern, Chris Savage is there for you. He's the team leader of Chaplaincy to People at Work – a Christian charity committed to supporting people in their place of work. Its multi-faith policy works with people of all faiths.

Chris' role is to support people in the workplace and offer an informal and confidential listening and counselling service. He is available every third Thursday from 12.30pm in the Bailey Rooms.

He says: "I am there for employees to talk to about any issues in confidence. For example, in the current climate people are worried about possible redundancies."

CCC is keen to extend the diversity of the chaplaincy across the authority. For more information contact Chris Savage on 01223 276657, or visit www.workplacechaplaincy.org.uk

New guide for Customer Care

If you've ever been in a situation where you've felt unsure how to help a customer - help is at hand. Sarah Clark, Customer Services Manager, has turned a 100-page Customer Care Guide into a handy booklet for front line employees. It's designed to help you understand and handle a range of situations with confidence. From customers who have limited English, to customers with disabilities or those who are rurally isolated. For most situations you'll discover ways of making our services accessible to all, and where to find further information.

The booklet can be found on CamWeb. Copies will be given to new employees at their induction.

Diversity on Calendar

For details of faith festivals, national days, or related local events, visit the 'diversity calendar' on CamWeb.

To add events contact Tessa Adams, Business Support Officer for Corporate Policy on (01223) 699159

QUIZ: Gypsy, Roma Travellers

June was Gypsy, Roma & Traveller month. Test your knowledge with our short quiz. Answers can be found at the bottom of the page.

1. When Romany Gypsy families were first seen in England, exotically dressed with dark complexions and gold coins braided into their hair, what country did people think they came from?
2. Do you know the name of the local Traveller who has recently participated in Badminton Horse trials and the name of her horse?
3. Gypsy and Irish Travellers have ethnic status in English law and are protected by legislation. What legislation is it under?
4. Many Romany words have migrated into common English speech. Can you translate the following?
   a) Chai b) Chavvie c) Pal d) Cosh e) Lolly f) Kushti

New logos

CCC has been awarded two new accreditation logos to add to our publications or documents.

Stonewall Diversity Champion
The Stonewall Workplace Equality Index measures an organisations commitment to diversity through an in-depth annual submission. CCC moved up to rank 73 in the 2008 workplace index, achieving a position within the top one hundred employers in Britain.

Stonewall DIVERSITY CHAMPION

EQUALITY FRAMEWORK FOR LOCAL GOVERNMENT ACHIEVING

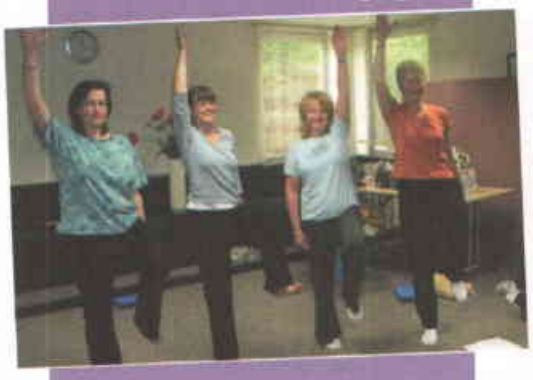
Achieving Equality Framework
This logo represents our 'achieving' status within the Equality Framework for Local Government. The framework is a performance management tool that helps to embed equalities in council service provision and employment. There are three levels - developing, achieving, and excellence.

For more information on the Stonewall Workplace Equality Index visit: http://www.stonewall.org.uk/workplace/1477.asp

For details about the new Equality Framework for Local Government, visit the Policy Briefings page on Camweb. http://camweb/ocs/people/cordevelopment/corppolicy/policy_briefings.htm

All CCC accreditation logos can be found on CamWeb via the left hand navigation on the 'Branding' page.

ANSWERS 1. Egypt 2.Phoebe Buckley. Horse: Little Tiger 3.Race Relations legislation 4.a.Tea b.Child c.Friend d.Stick e.Money f.Nice

"It was brilliant"

"Relaxing and fun!"

"I really enjoyed the session, and it helped my morale!"

"The tutor was very patient and friendly"

"Really nice for a change to do something different"

Lifelong Learning hits the right note

Learning At Work Week this year (11-15 May) was right on target with employees – and not just with the return of the popular archery sessions! Over 180 of you took part in activities, which included T'ai Chi, yoga, flower arranging, history, foreign languages, crochet, archery, guitar tuition, life coaching, skills for life assessments and much more.

A Learning Fair featured stalls from Archives; Libraries Partnership and Development; Organisational Development and Learning; University of the Third Age; Unison; and 'You'll be surprised what's in your library'.

More than three quarters of those who gave feedback said they would like to continue their taster sessions as regular courses if possible.

Singing sensation

CCC's choir started up in January this year and now has over 20 enthusiastic singers, meeting on Tuesdays at 5pm in the Council Chamber. The choir visited our twinned town, Kreis Viersen in Germany, earlier in the year to perform Carmina Burana, with choir members citing benefits such as improved voice projection and general confidence, plus providing stress relief!

Thanks to Learning at Work Week, three more people joined the choirs ranks and more are welcome.

Interested? Contact Sam Scharf, Organisational Development and Learning Advisor on 01223 699352.

What next for Lifelong Learning?
Popularity continues to increase for the current classes such as aerobics, salsacise, relaxing yoga, T'ai Chi and Spanish lessons. There will be new sessions set to start over the next few months including the following new additions:

- Guitar sessions, for beginners, intermediate and improvisational 'jam' sessions
- T'ai Chi – sessions in Huntingdon and St Ives
- Low carbon lifestyles
- Polish language
- Tribal belly dancing

Want to get involved?
To book on a course or find out more about the Lifelong Learning Partnership, visit http://camweb/ocs/people/cordevelopment/od/talent/lifelong_learning_partnership

We are still looking to recruit more Union Learning Representatives, and we'd welcome any ideas for sessions to run in March and Wisbech. If you're interested, email life.longlearningpartnership@cambridgeshire.gov.uk.

Jo Churchhouse, HR Recruitment Advisor (CYPS)

Susan Bradley, Acting Recruitment Advisor (CD,ES,CAS)

Rachel Sipp, Recruitment Advisor (CYPS)

Sally Seay, Administration Manager - Recruitment

Recruiting that's right for YOU

Twelve months ago the recruitment team was working hard to provide a good service, however the process was very paper intensive and they didn't have the right tools or technology to help them do the job. Unfortunately, complaints outweighed compliments, and if you were a recruiting manager during that time you too might have recognised some of these problems. This was confirmed by customers and Stephen Moir, Corporate Director: People, Policy and Law, agreed this was a priority and included it as a key project in the People Strategy Programme.

Sally Wilkinson, HR Transformation Manager explained. "The team listened and identified where improvements could be made. We're certainly on a journey, and are half way there. We're still getting a few complaints but these are now outweighed by compliments. It's going to take time to make the whole recruitment process more efficient, but progress is being made. The results are starting to show and you will see more over the coming months."

> "I've had good helpful advice and support from the Recruitment Team"
>
> Clare Turner, Team Leader, CAS

> "The team is more responsive and the process clear."
>
> Simon Willson, Head of Performance, CD

Did you know?

In 2008, 1466 adverts were placed and 17,008 job applications were received

10 tips for recruitment

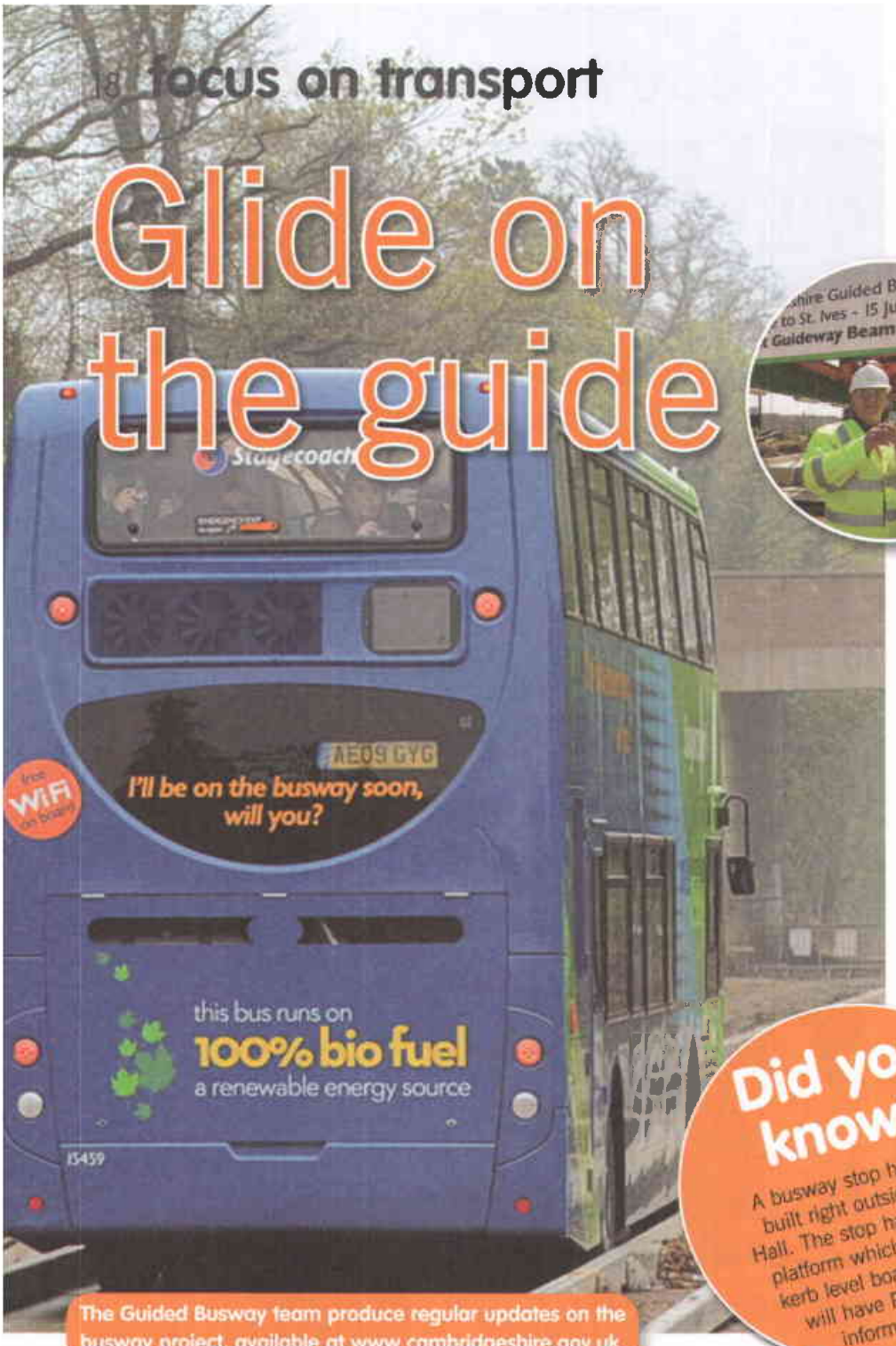
1. Plan your recruitment and start the process early
2. Discuss your requirements with your Recruitment Officer
3. Ensure all forms are fully completed and authorised before being sent to the Recruitment Team
4. Short list as soon as possible after the closing date
5. Photocopy, sign and date all ID to comply with UK Immigration Legislation
6. Identify and record gaps in employment history
7. When interviewing don't be distracted by 'gut feelings'
8. Ensure interviewees sign their application form at interview
9. Keep in contact with your candidate whilst pre-employment checks are taken
10. Remember Criminal Record Bureau (CRB) checkscan take up to eight weeks to process.

(l-r) Amy Hawkins, Assistant Recruitment Adviser; Chrissie Thorn, Recruitment Adviser (CED, ES, CAS); Colin Taylor, Assistant Recruitment Adviser (CYPS); Claire Oliver, Assistant Recruitment Adviser (CD, CS, CAD); Laura Elliott, Assistant Recruitment Officer (CYPS)

Who benefits	What's improved	What's planned
Applicants	• System security • Applicant interface on www.jobsincambs.com	• More communication by email and letter • Online pre-employment medical questionnaires
Recruitment team	• Applicant management tools • Reporting tools • Recording/reporting of eligibility to work in the UK	• Letter and email generation tools • Recruitment process workflow • Pre-employment tracking tools
Managers	• Online application form and free automatic upload to www.lgjobs.com • Briefing sessions • Adverts for www.jobsincambs.com placed within 24hours on a rolling basis	• Workflow and automated alerts • Improved recruitment and selection training

Want to know more or pass on feedback? Call the Recruitment Team on 01223 699400 or email recruitment@cambridgeshire.gov.uk They'd be pleased to hear from you.

Glide on the guide



The Guided Busway team produce regular updates on the busway project, available at www.cambridgeshire.gov.uk

June

A momentous milestone was celebrated by Councillor Roy Pegram and Bob Menzies, Head of Delivery – Guided Busway. The last beam that makes up the Guided Busway track was laid at the new St Ives Park and Ride site, Meadow Lane, completing the 12-mile route to Cambridge.

July

Work is focussed on building stops in Cambridge and along the guideway, installing CCTV and ticket machines and testing traffic signals to make sure people using the busway are ensured a reliable and fast service.

August

Testing of further sections of the busway towards St Ives will begin to ensure guided buses will be able to glide along the guideway, taking only 20 minutes to get from St Ives to the Science Park in Cambridge.

Late summer

An opening date is expected to be announced shortly.

Did you know?

A busway stop has been built right outside Shire Hall. The stop has a raised platform which provides kerb level boarding and will have RealTime information.

Boost for rare butterflies

Rare butterflies have begun to breed and have laid eggs in a new wildlife area created along the Guided Busway route.

Grizzled Skipper butterflies were first spotted in the new wildlife area created near Over Cutting last year. The recent discovery of eggs in the wildlife area could be a big boost to the local butterfly population.

There has been a national decline in the number of Grizzled Skippers in recent years and one of the first things CCC did before building the busway was to create an area designed to help them thrive.

Janet Martin, Environment Quality Manager, ES said: "Spotting the butterflies in the new wildlife area last year was a good sign we had successfully recreated the right habitat, but now we have further evidence they are starting to colonise this site. This is very encouraging.

"The area was designed by the country's leading specialists and has the right balance of plants and materials from the original track bed suitable for the Grizzled Skipper and other invertebrates."

There are 16 new wildlife areas being established as part of an ecological management plan for the Guided Busway.

Cycle Cambridge Team

FREE Adult Cycle Training

Brush up your cycle skills with free adult cycle training sessions run by the Cycle Cambridge team.

John Stanley, our new full time cycle trainer based at Shire Hall, offers one-to-one and small group Bikeability cycle training sessions for all cyclists who are looking to improve their skills and boost their confidence. Whether you cycle on a regular basis or if it has been years since you were last on a bike, Bikeability cycle training can help you improve.

The Government named Cambridge as one of its flagship cycling demonstration towns in June last year. Adult cycle training was one of the key projects earmarked to get a share of the £100 million budget split between the 11 other UK towns and cities.

Lessons are subsidised for Cambridge residents, taking them down from £20 per hour to just £5 – a significant reduction. Lessons are currently free for all CCC employees.

Adult cycle training courses can be booked by calling 0345 045 5212 or emailing john.stanley@cambridgeshire.gov.uk

Help stop bike thieves

Did you know there is a free service to immobilise your bike (and other private property)? The immobilise service won't stop your bike getting stolen but will make it harder for thieves to sell it on and make it more likely they'll get caught!

Register your bike for free on Immobilise, the National Property Register; it helps the police reunite bikes and other lost property items with their owners every day and makes insurance claims simpler.

Go to www.immobilise.com and register your details

Successful Bike Week

New and experienced cyclists saddled up throughout Bike Week to enjoy free events designed to get residents (and employees!) on their bikes. The many events were organised by Cycle Cambridge, who are overseeing a joint campaign where around £7 million will be spent on encouraging cycling in the city as well as surrounding villages.

For lots more information type 'cycling' into the CamWeb search box.

Visit our website
www.woodgreen.org.uk

Call us to discuss your requirements
0844 248 8181

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meet the Client Services Group

The Client Services Group helps CCC's 4000 IT users make best use of our IT infrastructure.

What's the group's ambition?

"However sound the strategy, however well-defined the procedures and however fit for purpose an organisation's infrastructure and technologies, it is the people within the organisation, their attitudes and behaviour which will make transformation happen, or not."

Society of Information Technology Management

What will the group be doing?

The group includes training, business liaison, change management and application strategy. It aims to meet customer needs for information technology, including partnership working. It also provides advice and training so customers derive more value from IT, and is responsible for the communication and promotion of IT strategy and policy.

Who's who?

Frances Kettleday, Application Strategy Manager

Will ensure CCC has the appropriate technical architecture and applications. She will ensure applications are managed and supported - from procurement, and the product lifecycle, to decommissioning – so IT Users can be assured that their business systems are robust.

Jane Shardlow, IT Business Change Manager

Will help CCC's employees derive maximum benefit and value from IT systems by supporting the transformation of business practices, using IT systems and facilities. IT business change aims to maximise the benefits of changes driven by new technologies.

Lisa Szramowski, Information Systems (IS) Trainer (maternity cover) and Linda Boucher, Information Systems (IS) Trainer Manager

Will provide IT training to workers in social care settings. Each social care team has an IS Trainer allocated to them.

Nicola Couch, IT Business Liaison & Skills Team Manager, CD

Heads the IT Skills and Business Liaison Team, providing an IT contact for clients. Offers IT skills training in the core Microsoft products and support in using Blackberry devices. Workshop and one-to-one skills training.

What's on Mayhem 2009

This year's Mayhem is a truly accessible event for young people with special needs and their families. The fourth Mayhem event in Cambridgeshire is being held on Saturday 15 August at the Burgess Hall in St Ives, 10.30am to 7pm. Activities include:

- Creativity, art and music
- Chill out and pampering
- Carnival procession
- Fitness and Swimming
- Performance and Pop idol
- Food and drink

"This is an excellent event. People with disabilities all have dreams about the future and how they want to live life"

Email Mayhem@cambridgeshire.gov.uk to find out more.

"We have spent 21 years trying to get our son to eat more fruit with no success, but one day at your event and there is no stopping him!"

Open Up Step Up

Children's music workshop on board the arts bus

'Open Up, Step Up' is the theme for this year's London 2012 Open Weekend, taking place nationwide from 24-26 July 2009.

Cambridgeshire is celebrating the Cultural Olympiad with events where people can 'open up' to arts and crafts, music-making, and living history, as well as trying a new sport.

Here's a taste of what's to come over the weekend:

- Local athletes re-enact the first London Olympics with period costumes and entertainment
- Learn to play the WOOFYT (wooden one-octave organ for young technologists) in workshops
- Make pots and excavate for artefacts in a family archaeology day
- Get 'on guard' for free taster sessions and demo's of martial arts, stage fighting and fencing
- Take a trip back to the age of the dinosaurs and meet some scary life-sized models
- Enjoy some summer music with a chamber recital, an evening at the opera, or a family concert
- Celebrate cyclists as they finish the London to Cambridge Bike Ride

For more details visit the Cultural Olympiad pages at www.cambridgeshire.gov.uk/leisure/arts/culturalolympiad.htm

Climate comment

John Peacey, Energy Manager and Local Authority Carbon Management (LACM) Project Lead, tackles CCC carbon emissions

The Council is aiming to reduce its CO_2 emissions by 19,200 tonnes by 2014

The Carbon Trust's LACM programme helps local authorities through the stages of analysing their carbon footprint. It involves calculating the value at stake, developing a business case for action and assessing opportunities for reducing carbon. The result is a structured action plan to help the Council cut carbon.

Cambridgeshire's programme over the last year was led by the Energy Management Team (EMT). Working with CCC colleagues, and supported by Carbon Trust consultants, the EMT established that the Council's carbon footprint for 2007/08 was 64,000 tonnes of CO_2.

73% of CCC's carbon emissions come from our buildings – of which 83% is produced by our schools!

Opportunities for reducing our carbon emissions were explored, culminating in a Carbon Management Plan. This sets out how CCC will aim to cut its carbon footprint by 30% over the next five years.

The Carbon Management Plan was endorsed by Cabinet on the 5 May and work is now underway to prepare business cases for the first carbon reducing projects.

Nature reserve events

CCC owns seven local nature reserves around the county. Volunteers are needed to help with practical work at events, wardening, litter picking and general management. Please get in touch if you think you can help in anyway!

CCC's latest event was a pond-dipping morning at Rings End, near March, on a very wet Sunday morning in June. It saw a crowd of children dipping in the ponds and finding tadpoles, damselfly larvae, water boatmen and baby newts! CCC's next events include:

- Moth and butterfly morning at Kingston nature reserve, near Cambourne
- Seed spreading and litter picking day at Isleham nature reserve near Ely.

For more information, contact Charlotte Lowry, Green Spaces Officer 01223 715557 or email: charlotte.lowry@cambridgeshire.gov.uk.

Travel Management Team's a winner!

Following May's *countywide* competition to re-launch the Corporate Travel for Work Group, we have a winner! Congratulations to Chris Rundell in Customer Service and Transformation, whose entry was selected as the winning name. From now on the group will be known as the Travel Management Team.

Competition was tough and we had over 40 ideas for names, yet again showing the creativity of CCC employees. Chris wins £25 worth of shopping vouchers and a bottle of champagne – well done!

The role and remit of the Travel Management Team will remain the same. It's responsible for the delivery of the existing Corporate Travel for Work Strategy and site specific travel plans, policies and initiatives which support and encourage employees to travel sustainably. The team will also work on reducing and reporting the Council's business mileage figures.

Look out for a new image and awareness raising campaign to go with the new name, when the Travel Management Team officially launches in September.

Six routes to sustainable travel:

1 Car share
2 Cycle
3 Walk
4 Use public transport
5 Work flexibly
6 Don't travel at all

For more information contact Sarah Bedford, Environment & Business Travel Officer on 01223 715691, or email sarah.bedford@cambridgeshire.gov.uk

Green choices catalogue

Following the positive feedback received from the first edition of Green Choices, ESPO has launched a new edition of its Green Choices catalogue to coincide with the launch of the 09/10 ESPO General Catalogue. It has even more 'green' products after taking on board your comments and feedback. All products listed are available for ordering via the e-business suite.

Working closely with our CCC Procurement and Contract Management team, ESPO has set up a big green swap initiative, where buyers can share sustainable ideas. Join in, make a difference and your ideas could be used in the next edition.

A PDF version of the catalogue is available on CamWeb, type 'Green Choices' into the search box.

STAR 107.9/1 FM

Thanks to everyone for sharing their stories over the last four issues. Our judges have selected one overall winner to enjoy two free tickets to the Cambridge Corn Exchange. And that winner is Andrew Caruana, Traffic Engineer, East Highways Division Depot (Countywide, November 2008) for his gripping story about life in Afghanistan (pictured above).

Our spot prize of a copy of Exsulae, the most recent recording from Cambridgeshire and Peterborough Youth Choir goes to Louise Clove, Business Support Manager, for her scouting story (*countywide* January 2009).

Louise Clover, third from left

Kim's win

"I work with the Organisational Development and Learning team and attended the award ceremony at the Tallow Chandlers Company Hall in London.

Each year The Worshipful Company of Tallow Chandlers awards Medals of Excellence in recognition of outstanding contributions in the delivery of training in health and social care. I was presented with a certificate, gold medal and a £500 cheque. The award was for my work, in a previous role as Internal Verifier Coordinator, in delivering NVQs in the area of Health and Social Care (Children and Young People)."

Kim Sumsion, Learning and Development Adviser

Extraordinary service

"I've now stood down from my role as Council Chairman and taken on the portfolio holder post for Economy and Environment. However, I would like to share with you my experience of the wonderful long service event I recently attended.

Celebration of long service awards

I welcomed a wide range of employees, from deputy headteachers, IT experts and accountants to school lollipop ladies, caretakers and hallkeepers.

I believe that it is extremely important that the County Council recognises the loyal service and dedication of its staff. Twenty-seven employees had between them locked up an extraordinary 719 years' service - an average of over 26 years each.

I cannot mention everyone, but to give you a flavour from across the county, the longest serving recipient from Huntingdonshire was Paul Springford, Deputy Manager of the Education ICT service in Godmanchester, who has completed more than 31 years.

The longest serving recipient from Fenland was Sally Hearnshaw, former assistant headteacher at Westwood Junior School in March, who retired after completing 36 years service.

Shirley Bowman, a lollipop lady at Sutton Primary School, completed just over 26 years, while former teaching assistant at Highfields School in Ely Julie Day completed 25 years before retiring.

The longest serving recipient from Cambridge and South Cambridgeshire was Julia Daft, former deputy headteacher of Hardwick Primary School, who completed 29 years before her retirement in 2008.

It was certainly a day to remember."

Councillor Tony Orgee

Double celebration

ISSUE WINNER

"I've been with CCC, working as a hallkeeper, for almost 28 years and was presented with a piece of cut crystal glass by the Chairman of the Council.

As if that wasn't enough I was congratulated on my marriage to Fay Bennett, who works as PA to Service Director: Learning in CYPS. We met at CCC 15 years ago so working at the County has certainly turned out to be life changing for me.

There were twenty-seven of us at the ceremony and between us we celebrated over 720 years service.

Our awards were presented by County Council Chairman, Tony Orgee and Chief Executive, Mark Lloyd."

Frank Turner, Facilities Officer

January – Vestor suffered the after effects of Xmas excesses

March – Vestor went out for regular runs

May – Vestor focused on eating five-a-day

Before and After

Catherine Taylor

Catherine had her fitness assessment at Chesterton Sports Centre at the end of April.

"The assessor, Michael was really helpful and knowledgeable and explained the reason behind all the measurements he was taking. He recorded my weight, height, % body fat, lung capacity, heart rate and took measurements of different parts of my body. I then did a fitness test on the exercise bike and a stretch test to see how flexible I am.

July – six months on Vestor feels like a new dog

"Results were better than I expected - fitness level was ok, which surprised me, and flexibility was good.

"Michael gave me a suggested exercise plan, bearing in mind that I am training for the Race for Life. I found it really interesting and it has given me extra oomph to get on with getting fit!"

Linda Cornwell, Business Support Officer

The BMF group - blues are beginners, reds are intermediates and greens are fit. Linda is No.7.

Linda had a fitness assessment at Chesterton Sports Centre in May and told us she was very pleased with the outcome.

"The cycling test indicated that my level of fitness was 'high' (for my age!!). I have been actively improving my fitness since January but was still really pleased (and surprised) that my body fat % and lung function was a lot better than I thought it would be.

"I am continuing to attend the British Military Fitness (BMF) classes one to three times a week. I ran the five mile Sawston Fun Run in May in just over 60 minutes and have registered for the five mile Wandlebury run on 9 August. I have also just started cycling the five plus miles into work and home again at least two days a week. My next fitness assessment will be sometime in August so looking forward to seeing the results of my workouts!"

Mark Miller, Media and Communications Manager

Mark's benefited from cycle training

"The thing about teaching your four-year old to cycle without stabilisers is you have a moment of being a proud dad and then a sudden realisation you need some way to keep up with him as he and his bike disappears into the distance. That's why I have brushed off my old bike and re-discovered cycling. I would recommend one of our adult cycle training sessions that are now a fiver as part of the Cycle Cambridge campaign or free for CCC employees. So far hurtling along forest tracks on a bike, running and the introduction of the Wii-Fit to the Miller household has meant I have shed nearly half a stone."

Paul Rawlinson, Waste Project Manager

Paul hasn't been able to book his assessment yet, but is still improving his fitness - though weight loss has reached a plateau. As Paul explained, "I like my food, but am still cycling and have recently taken up dinghy sailing after a break of three years."

Back to school to get fit

Another 'school gym' has signed up to be part of CCC's corporate gym scheme – Hills Road Sports and Tennis Centre. A terrific sports centre with table tennis, squash, multisports hall, cricket hall, tennis courts and fitness centre.

OFFER

Reduced membership fee from £64 to £25 for all CCC employees and free gym inductions (usually £15).

WIN

A family membership (two adults, two children) to Hills Road Sports and Tennis Centre PLUS a £25 voucher to try some of the facilities

WIN

A free gym induction, with free 12 sessions to use the gym once induction has been completed.

To win one of these two prizes simply email your contact details to fitforbusiness@cambridgeshire.gov.uk by end Friday 31 July. Two winners will be drawn at random.

Moonwalkers

Linda Matthews (left) and Louise Bearman (right) from the Street Works Team, Stanton House, Huntingdon, took part in the recent London Moon Walk to raise money for Breast Cancer. They completed the 13 mile walk around London overnight starting at 23:45 hours on Saturday 16 May 2009 and finished at 03:15 hours on Sunday 17 May 2009.

Linda and Louise were sponsored by colleagues, family and friends, and raised over £500 for Breast Cancer.

Taking part in an event for charity? email countywide@cambridgeshire.gov.uk

Will Vestor win again?

HR Excellence Awards 2009

CCC has been shortlisted in two categories of the HR Excellence Awards for our project last year to engage employees with Investors in People'.

At the time of going to print the awards ceremony in London hadn't taken place, but the results will be announced in Daily Briefing and in the next issue of *countywide*.

CYPS HR awarded

The Children's Services HR team has been recognised by the Public Sector People Managers' Association. It's thanks to the way CCC has increased its investment in training, and changed the way children's social workers progress through the pay bands to aid career development.

Children's Services new approach to employment looks beyond pay and benefits, and has helped reduce the number of children's social worker vacancies.

Flexible working practices are promoted and encouraged. Employees are also provided with high quality administrative support to cope with background tasks, and free them up for front-line duties.

Opportunities Trust

One of Cambridgeshire's newest organisations, The Opportunities Trust, has scooped an Excellence Network Award with Community Care magazine.

The Excellence Network Award recognises achievement in social care, and the Opportunities Trust was delighted to accept its award at a London ceremony hosted by Channel Four news presenter, Krishnan Guru-Murthy.

Employee study rewarded

At the beginning of June, 74 CCC employees and partner organisation colleagues attended a ceremony at Murray Edwards College to mark their achievements in gaining a variety of qualifications. They ranged from the Diploma in Management, NVQ's and various Adult Learning qualifications, such as skills for life courses, numeracy and literacy.

The Opportunities Trust is a group of organisations working together to provide activities and support for people with disabilities and impairments across Cambridgeshire, including people with mental health issues and older people. CCC is a member, and one of our employees Mark Briggs, Community Development Manager: East and Fenland, was at the Community Care ceremony to collect the award.

National excellence (l-r) Samantha Sherratt, Red2Green; Mark Briggs; Helena Harris, The Papworth Trust.

Influential Director

For the second year running CCC's Corporate Director: People, Policy and Law, Stephen Moir, has been placed in the top 30 human resources professionals in the country in HR Magazine's 'Most Influential' list. This year he is ranked at 14 – moving up five places from his ranking at 19 last year. The list includes people working in the private, voluntary and public sectors. Chief Executive, Mark Lloyd, said: "I am really pleased for Stephen – the people who work for CCC matter enormously and Stephen is a magnificent champion of what we are tying to achieve in Cambridgeshire. This latest accolade is another endorsement of Stephen and his team."

Honoured - Stephen Moir, Corporate Director: People, Policy and Law

Trading Standards make the shortlist

Trading Standards work to establish the Community Alcohol Partnership in St Neots is among 28 projects to be shortlisted in this year's European Public Sector Award (EPSA) 2009. The awards received over 300 applications from 27 European countries. The EPSA brings together the best, most innovative and efficient performers from the European public sector.

The awards ceremony will take place in November in the Netherlands.

Thanks from No.10

Highways and Access has achieved the new Customer Service Excellence standard (which replaces the old Charter Mark). It's considered a much tougher and more relevant test of the quality of customer service.

And .... the Prime Minister has written to Geoff Wilkinson, Best Practice Manager for Highways and Access congratulating his team for achieving the standard.